



Fiscal Year 2025 Annual Report

July 1, 2024-2025

Joseph Tait
Manager and Chief Engineer

DEPARTMENT OF WATER (DOW)

I. MISSION STATEMENT

“Together, we provide safe, affordable and sufficient drinking water through wise management of our resources and with excellent customer service for the people of Kaua’i.”

II. ORGANIZATION (County Charter, §17.01)

There shall be a Department of Water Supply (“DOW”) consisting of a Board of Water Supply (“BWS, COK” or “Board”), a Manager and Chief Engineer and the necessary staff.

The Department of Water is a semi-autonomous agency of the County of Kauai overseen by the Board of Water Supply. As a semi-autonomous agency, DOW is responsible to fully support its financial needs to operate, maintain, and expand its water systems in alignment with the County General Plan. At the present time, revenue for these needs is generated through water sales and connection impact fees by a Facility Reserve Charge (FRC).

A. BOARD OF WATER SUPPLY: (County Charter, §17.02)

The Board of Water Supply shall consist of seven (7) members, four (4) of whom shall be appointed by the mayor, with the approval of the Council; one (1) of whom shall be the State District Engineer of the Department of Transportation; and two (2) of whom shall be the County Engineer and the Planning Director.

Julie Simonton was appointed as Board Chair for the calendar year 2025. The BWS also appointed Tom H. Shigemoto as Vice-Chair and Micah Finnila Board Secretary.

	<u>Term Expires</u>
Julie Simonton , Chair.....	12/31/25
Tom H. Shigemoto , Vice-Chair	12/31/27
Micah Finnila , Secretary	12/31/25
Clyde Kodani , Member	12/31/27
Eric Fujikawa (State District Engineer)	(ex-officio)
Troy Tanigawa (County Engineer)	(ex-officio)
Ka`aina Hull (Planning Director)	(ex-officio)

Powers and duties of the Board:

Article XVII of the Charter of the County of Kauai states:

The Board shall manage, control, and operate the waterworks of the County and all property thereof, for the purpose of supplying water to the public and shall collect, receive, expend, and account for all other moneys and property provided for the use or benefit of such waterworks.

- a. The Board shall maintain accounts to show its complete financial status and the results of management and operations.
- b. Review the state and county general plans with the Board’s general plan for water sources and system. The Board shall transmit such review and plans through the mayor to the council.

The Board's general plan for water sources and system shall implement the county general plan. (Amended 1980)

- c. The Board may provide for a reserve fund, issue revenue bonds, provide for payment of bonds, expend bond funds and other funds, establish rates and charges, acquire property, sue, and be sued, and engage in and undertake all other activities as provided for in Chapter 145-A, Revised Laws of Hawaii 1955, and as may be hereafter provided for by law.
- d. The Board may make and, from time to time, alter, amend, and repeal rules and regulations relating to the management, control, operation, preservation, and protection of the waterworks. Such rules and regulations shall have the force and effect of law. Penalties for the violation of any rule or regulation shall be set forth in the rules and regulations.

B. STAFF (County Charter, §17.04)

The Manager and Chief Engineer shall be appointed and may be removed by the Board of Water. Said person shall be the head of the Department. The Manager and Chief Engineer may, but is not required to be, an engineer duly registered under Hawai'i state laws pertaining to registration of engineers and shall have a minimum of five years of training and experience in an engineering related position, at least three years of which shall have been in a responsible administrative capacity. Said person shall have the powers and duties prescribed by the Board. (Amended 1980, 2020)

For FY 25, the DOW funded one hundred nineteen (119) positions, including positions that were partially funded as well as four (4) summer interns. There were nine (9) new hires. Included in these personnel activities, were ten (10) promotions, two (2) demotions, one (1) transfer, fourteen (14) re-defined positions, five (5) retirements, seven (7) resignations, and nine (9) separations. At the end of FY 25, the Department had ninety-three (93) positions filled.

Administration staff and division heads participated in a DOW focused leadership training. The training was facilitated by Leadership Kauai, teaching staff to Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to act, and Encourage the Heart.

The DOW recognized its 2024 Employees of the Year Krist'l Castillo-Gray, Waterworks Program Technician, and Andrew Canavan, Chemist III.

There are currently four (4) divisions under the management of the Manager and Chief Engineer and Deputy Manager-Engineer. These include Administration, Engineering, Fiscal, and Operations

1. ADMINISTRATION DIVISION

The Administration division is led by the Manager and Chief Engineer, who also serves as the Department's Chief Procurement Officer, and is responsible for the day-to-day management of the Department and oversight of its operations as administered by its four divisions: Administration, Fiscal, Engineering, and Operations. The Manager and Chief Engineer is supported by the Deputy Manager-Engineer who provides direct oversight of the Engineering and Operations divisions and assists with long-range planning and intergovernmental coordination with Federal, State, and County agencies. This division provides administrative services for personnel management, training, public outreach and communications,

information technology management and support, and administrative and clerical services to the Board of Water Supply.

Program Objectives

- a. Provide support for the Board of Water Supply in its role to manage, control, and operate the publicly owned waterworks of the County, and all property thereof; adoption of the DOW's budget and establishment of water service rates and charges; and facilitate development and implementation of administrative rules and Board policies.
- b. Administer the Department's staff and provide support for the operating divisions, through provision of clerical, personnel, legal, information technology and educational services; coordination of Department-wide programs; establishing goals, objectives, and assignments for the operating divisions; and providing operational financial and procurement oversight for the Divisions.
- c. Coordinate Department-wide initiatives and programs, including long range planning, development of business and capital improvement program strategies, staff and organizational development, water system security and adoption, information technology and integration of technologies.
- d. Communicate with employees during staff meetings and leadership meetings to ensure all employees are aware of new or amended rules and regulations as well as various matters that require staff attention.

Program Highlights

- a. The Department continues work on its Capital Improvement Program projects captured within its new Water System Investment Plan (WSIP). Public outreach to promote water conservation and environmental education continues, including sponsoring Project WET (Water Education Today).
- b. The Department continues to work with and support the Kaua'i Watershed Alliance (KWA), an organization for landowners dedicated to watershed conservation and management. The KWA employs The Nature Conservancy of Hawai'i (TNC) as the coordinator for its program. The Department, while not a landowner, is a member of the KWA and continues to support the conservation goals and efforts of this group to assist with watershed maintenance and enhancement of the water resources on the island.
- c. The Department supports the United States Geological Survey's (USGS) Groundwater Monitoring Program to continue to collect data and evaluate the status and trends of water levels in wells across the island.
- d. Water Service Rates
 - The last water rate increase occurred in fiscal year 2015 (implemented July 1, 2014). There have been no scheduled water service rate increases since 2015. The

Department's capital improvement and financial strategy plan titled the Water Systems Investment Plan (WSIP), is underway and managed by our Engineering Division. It includes a review of the finances of the Department with recommendations to address DOW's financial strategy to operate, maintain and improve the Department's infrastructure with proposed water rates and impact fee (Facility Reserve Charge) options.

Departmental Programs

- a. The Department is a member of the American Water Works Association (AWWA); a non-profit international organization that provides management and treatment resources through standards, research documents and training for its members. The Hawai'i Section of AWWA, Hawaii Water Works Association (HWWA) provides localized coordination and training opportunities applicable to Hawaii's water environment.
- b. The Department tracks American Water Works Association (AWWA) Performance Indicators in areas of finance, customer service, operations, and asset replacement.
- c. The Department participates in the Water Research Foundation which provides tools for sustainable management of water resources, water protection, and water and wastewater treatment.
- d. The Department continues to implement technologies to improve efficiency and productivity and improve its customer service experience.

Public Relations Section

Program Description

The Public Relations (PR) Section, within the Administration division, performs a wide range of public informational services relating to departmental activities and programs. PR's objective is to develop, manage and perform the Department's public communication, conservation program, and educational outreach initiatives, through educational training workshops, public presentations, media relations and general water service operations. PR achieves its objective through the careful development and dissemination of accurate and timely public information to customers regarding DOW's water systems, customer services and a variety of education and outreach campaigns.

Program Highlights

The PR activities of note during FY25 include the following:

a. Project Water Education for Teachers (WET) Program

The Project WET program and curriculum continue to provide valuable opportunities for the Department's public relations and water conservation programs. PR utilizes the Project WET curriculum as a supplement to its water educational presentations, displays and community outreach efforts. The Department serves as the state's host

institution for Project WET in Hawaii and the Information and Education Specialist (IES) position is the program's state coordinator.

The Make a Splash and Project WET Festival successfully hosted 800 fifth grade students. The festival offered educational activities on topics of water infrastructure, environmental impact and rehabilitation, groundwater, watershed management, scientific water properties, wastewater and more. Each activity was structured in 2 parts: a lesson and a hands-on component, to provide students with a memorable learning experience. The Make a Splash Project WET Festival continues to be the state's largest and only water education festival.

b. Community Outreach & Education

EPA WaterSense Partner - The Department is an active partner of the Environmental Protection Agency's (EPA) WaterSense Program, designed to encourage water efficiency in the U.S. through the use of its WaterSense labeled program. PR manages the local program and utilizes local and EPA resources to educate, promote and engage customers to conserve our island's natural resources. The U.S. Environmental Protection Agency (EPA) recognized the Department with a 2024 WaterSense Excellence in Education and Outreach Award for PR's creative and strategic educational outreach efforts and conservation programs conducted the prior year. This honor marks the Department's fourth win in this category.

EPA's Fix a Leak Week – PR coordinated the Department's annual Fix a Leak Week (FALW) campaign in March 17-23, 2025, to coincide with EPA's national announcements. Free toilet leak detection tablets with accompanying save water informational brochures were offered in the Department's main lobby with a secondary location at Tanaka Hardware Store, Ferguson's Plumbing, and Hardware Hawaii to allow the public to pick up tablets after hours. Throughout March of 2025, DOW distributed a total of 500 WaterSense labeled shower heads and 392 WaterSense labeled faucet aerators.

EPA's Your Better Yard – DOW promoted outdoor water conservation through the EPA's "Your Better Yard" campaign. In April 2025, DOW hosted a grand prize drawing for rain barrels, where three lucky winners received 50-gallon rain barrels from Home Depot. To further encourage outdoor water savings, DOW collaborated with National Tropical Botanical Garden (NTBG) to offer educational talks on native plants and conduct plant adoptions at the Princeville Public Library and Koloa Public Library. Additionally, DOW supported the Irrigation Association's Smart Irrigation Month by giving away a WaterSense labeled irrigation controller as a grand prize drawing. PR staff emphasized the importance of irrigation technologies that automatically adjust watering schedules by tapping into local weather stations and monitoring soil moisture levels.

Hurricane Season : Water Emergency Preparedness – DOW emphasized the importance of disaster preparedness during the 2025 hurricane season, focusing on the elderly and homebound individuals. DOW donated 20-liter emergency water storage containers to 250 participants in the Kaua'i Economic Development Board (KEDB) Meals on Wheels food delivery program. In collaboration with the Kauai Emergency Management Agency (KEMA), DOW organized disaster preparedness workshops at the Princeville Public Library and Koloa Public Library. These events were free and open to the public.

Attendees learned how to assemble a disaster preparedness kit, how much water to store for emergencies, and each attendee was given a free, 20-liter water storage container. Additionally, water storage containers were distributed in the DOW main lobby, Koloa Public Library, Princeville Public Library, and during DOW public meetings on June 10 and July 1. In total, 500 emergency water storage containers were distributed.

AWWA National Drinking Water Week – DOW recently celebrated 51 years of the Safe Drinking Water Act and highlighted our commitment to providing safe drinking water to our customer in Kaua'i. We recognized the essential roles played by DOW's water professionals in protecting our water system to ensure its sustainability for future generations. Additionally, DOW showcased the staff in our microbiology laboratory, who work closely with the State of Hawai'i Department of Health to monitor the quality of Kaua'i's drinking water.

Educational Presentations and Community Events – PR conducted educational presentations and participated in outreach events to promote and represent the Department in the community and engage in wide range of water related discussions regarding its services, environmental concerns, and overall operations. The most impactful community events included:

- Hawaii Construction Career Day
- Touch a Truck sponsored by Kaua'i Police Department
- Office of Economic Development County of Kaua'i – Ho'olaule'a No Ka Honua, Celebration of the Earth
- Hawai'i Lodging & Tourism Association – 46th Annual Charity Walk
- Science, Technology, Engineering and Math (STEM) Events at Ele'ele Elementary School and Kapa'a Middle School
- Kauai Visitor Industry Charity Walk
- COK's Employee Council's Spooktacular Event

c. Media Campaigns & Advertisements

The Department uses local radio, print and social media platforms as primary vehicles of advertising to promote customer services, department announcements and conservation program information. PR produces and writes the media campaign for all announcements including weekly service updates and conservation tips, annual outreach messaging and issues emergency service announcements. The Department utilizes the captive media audience to disseminate department announcements to reach a wide range of demographics.

PR has contracted a weekly banner advertisement in the Garden Island Newspaper as part of its "Wise Water Wednesday" campaign. The Department's quarterly advertisements included water conservation tips, billing services information, water emergency preparedness, and critical water service and billing related topics. PR produces a weekly media campaign, "Wise Water Wednesdays" to provide consistent messaging and establish department presence in the media. "Wise Water Wednesdays" advertisement promoting water conservation appeared in Kauai Family Magazine. The simultaneous radio and newspaper ad, combined with social media posts, helps to

increase awareness in our communities. We use the Wireless Notification System (WENS) to inform customers about water shutdowns in the area. The DOW's new website was launched in the Spring of 2025 and is a user-friendly site that now features DOW press releases, up to the minute water service outages and more.

d. Media Features / Social Media Presence

The Department produced multiple published features in the Garden Island Newspaper and other local, state news stations throughout the year for its water notices and education and outreach programs. PR continues to utilize DOW's social media for public notices and service announcements to expand its viewership and demographic reach.

Information Technology Section

Program Description

The Information Technology (IT) Section manages and coordinates internal processes and controls for the Department's Information Technology and Business systems. The Section is responsible for the maintenance, support, and security of the Department's local and internet network systems, access and security systems and software applications utilized to support the Department.

Program Highlights

- a. The IT Section continues to manage and assist with improvements to the Department's Oracle Customer Care and Billing system. Our vendor has had staffing changes, so we need to work our way to direct access to pertinent data. We will help when asked to deliver process improvements to capture revenue more quickly.
- b. To enhance security measures with the Department's network, MFA (Multi-Factor Authentication), and CrowdStrike Complete continue to be utilized to provide real-time antivirus/malware protection of our business network.

c. Strategic Plan

DOW's I.T. Strategic Plan (ITSP) implementation continues. The following are ongoing initiatives to improve efficiency of the Department:

1. Enhance new Asset and Maintenance Management System – Cartegraph
Cartegraph was implemented in April 2024 to assist with maintenance management, assignments of work orders, tracking of field activities and other water system asset tracking; and is being integrated with the Department's evolving GIS system.
2. Develop GIS Technologies and Processes – Brown & Caldwell is currently training select teams on their implementation of a GIS system.
3. Improve use of SharePoint and/or Laserfiche – We have launched our own Laserfiche system. Human Resources have turned over some of their work processes to Laserfiche control.
4. Develop User Groups - The Information Technology Steering Committee meets regularly to assist with guidance of current and future technological needs.

5. Data Integration – IT has an engineer who extracts data from various systems to provide the Manager key performance indicators to manage business. Priorities are being discussed for proof-of-concept to actionable reporting.
6. IT Manager – DOW recruited and hired a manager with experience in the duties and performance of leading an IT services team.
7. Migrated kauaiwater.org website to new vendor Tyler Tech for enhanced features and security.

2. ENGINEERING DIVISION

Program Description

The Engineering Division includes the following sections, Water Resources and Planning, Environmental, and Project Management. The Division is responsible for the planning, outreach, design, construction, and water quality needed to provide current and future customers with high quality service in alignment with the Department’s Mission. The program conducts research and analytical assessment, investigation, analysis, and review of the Department’s water system infrastructure and provides guidance to proposed developments’ (subdivision, zoning, and land use amendments, resorts, and hotels, etc.) planning, design construction and water quality to ensure compliance with the Safe Drinking Water Act, applicable laws, rules, regulations, policies, and its Water System Standards.

The Division is responsible for the oversight of the Department’s Capital Improvement, Capital Replacement and Water Quality programs. The Division prepares and administers professional services and construction contracts for the Department’s water infrastructure improvement projects.

In addition, the program maintains engineering records and provides mapping/drafting services to support the Department.

Program Objectives

- a. Conducts long-range planning, research, and analytical studies for water usage to monitor and forecast the anticipated water supply needs for the island of Kaua’i.
- b. Conduct condition assessments, investigations, analyses, and review of the Department’s water systems infrastructure.
- c. Provides guidance and reviews proposed developments’ water system planning (subdivisions, zoning and land use amendments, resorts, hotels, water service requests, etc.) to ensure compliance with the Department’s Rules and Regulations and Water System Standards.
- d. Determine and evaluate hydraulic criteria in the development of an efficient water system distribution network.

- e. Provide information and criteria to Federal, State and County agencies, stakeholder groups and the public to assist with the management and protection of the island’s water sheds and water resources.
- f. Provides engineering services (planning, environmental, design and construction) to ensure that water infrastructure improvements and expansion follow applicable laws, rules and regulations, policies, and standards of the Department.
- g. Maintain maps and records of the Department’s water infrastructure.
- h. Conduct water system compliance testing to certify that the Department’s water systems and water quality complies with Environmental Protection Agency (EPA) and the State of Hawai’i Department of Health (DOH) safe drinking water standards.

Program Highlights

Managing the Department’s CIP program, the Engineering Division executed two construction contracts, totaling \$5.2M, which included State Legislative appropriations in the amount of \$2.5M. The Engineering Division also received a Drinking Water State Revolving Funds (SRF) Programmatic Financing (Pro-Fi) loan from the State of Hawai’i, Department of Health, Safe Drinking Water Branch (DOH-SWDB) which included \$1M in principal forgiveness. The state appropriations and principal forgiveness amounts lessens the impacts to our rate payers. The Division also utilizes infrastructure improvement funding from Department impact fees and water rates to support our CIP program. The preference is to use these funds to leverage and receive State and Federal aid contributions. The Division is also focused on requesting and receiving grants project specific DWSRF loans to construct the CIP projects.

a. Water Resources and Planning (WRP) Section

In FY25, the WRP Section accomplished the following:

- Subdivision-Land Use Applications => 99
- Water Service Requests => 317
- Building Permits applications => 1,298
- Backflow Prevention Devices Tested => 1,298
- Kaua’i Water Use and Development Plan (KWUDP) Update – Received approval of the plan at the July 2025 Board of Water Supply Meeting and adoption of the plan at the January 2024 Commission of Water Resource Management (CWRM) Board Meeting.
- Water Systems Investment Plan (WSIP) (Long Range Plan Update) – Updated draft Near-Term and Planned Build-Out CIP projects list and started on the facility reserve charge (FRC) and rate study updates.
- Lead and Copper Rule Revisions – Met the EPA’s October 16, 2024 deadline to complete and submit the service lateral inventory.

b. Project Management (PM) Section

In FY25, the PM Section accomplished the following:

- Management of approximately \$73M in Capital Improvement Program projects. This included contracting the following projects in FY25:
 - Kūhiō Highway (Hardy-Oxford) 18" Main Replacement, \$5M
 - Hanapepe Town Well MCC< Chlorination Facilities, \$0.2M
 - Weke, Anae, Mahimahi and He'e Roads 6" and 8" Main Replacement, \$3.1M
- Design approval of 44 private projects
- Completing construction of 12 private projects

Capital Improvement Projects of note:

- Kapa'a Homesteads 325' Tanks, Package B – Reviewed and responded to project submittals.
- Pu'u Pane 1.0 MG Tank – Finalizing design documents.
- Drill and Test Kapa'a Homesteads Well No. 4 – Will perform pump capacity test when complete Grant of Easement for drain line.
- Kalāheo Water System Improvements – Packages A, B, C – Project mostly complete but looking to add additional scope of work to the project.
- UH Experimental Station 605' Tank – Coordinating tank and driveway location with UH staff.
- Hā'ena 0.2 MG Storage Tank, 144' – Performing Ka Pa'akai Analysis. Finalizing design documents.
- Kīlauea Wells 1 & 2 MCC, Chlorination Facilities – Project in construction.
- Paua Valley Tank No. 1 Rehab – Project in construction.
- Kapaia Cane Haul Road 18" Water Line – Project in construction. On hold until EIS performed.
- Kūhiō Highway (Hardy-Oxford) 16" Main Replacement – Executed construction contract.
- Kukuiohono Tank Demo – Working on land swap.
- Weke, Anae, Mahimahi and He'e Roads 6" and 8" Main Replacement – Reviewed and responded to project submittals.
- Pu'upilo 0.125 MG Steel Tank Rehabilitation – Completed preliminary evaluation. Need budget to move forward with design.
- Hanapēpē Town Well MCC, Chlorination Facilities – Executed construction contract.
- Kuamo'o Road Water Main Replacement – Working on design documents and permitting.
- Kūhiō Highway (N. Papaloa – Kawaihau) 16" and 12" Main Replacement – Working on design documents and permitting.
- Wailua Homesteads 538' Tank Construction – Completed preliminary evaluation. Need budget to move forward with design.
- Lāwa'i 6" and 8" Main Replacement – Working on design documents and permitting.
- Kapa'a Homesteads Well No. 4 Pump and Controls – Coordinating with Drill and Test Kapa'a Homesteads Well No. 4.

3. OPERATIONS DIVISION

Program Description

The Operations Division is responsible for repairing, maintaining, and operating the Department's water distribution network, water storage facilities and water production facilities. As water is an essential commodity, emergency repairs and trouble calls are provided round-the-clock on an as-needed basis with Operations personnel on standby duty to respond to emergencies and requests for assistance from both internal and external customers. To accomplish its mission, the Operations Division maintains and stocks a complete inventory of materials and supplies for assurance that repairs are completed in a timely manner.

Along with the responsibilities of providing potable water, Operations Division provides the Department facilities maintenance and fleet management functions and is responsible for the maintenance, repairs and replacement of Department owned facilities, vehicles, and equipment.

Operations Division prepares bid documents and solicitations, procures, and administers maintenance, repair and construction contracts for projects included in the Division's budget for the fiscal year - but not included in the Water Plan 2020 projects - procures and manages professional services contracts as well as maintenance, and goods and services contracts.

In addition to providing external customer service in responding to water-related emergency calls from the public, Operations Division personnel also provide internal customer service by assisting and helping other Divisions, Departments and Agencies in need of labor assistance within the expertise of Operations personnel.

Program Objectives

The Operations Division daily activities are centered along the following:

- a. Operating, monitoring, and maintaining 63 deep-well pumping stations, 19 booster pumping stations along with its associated electrical motor control centers and chlorination disinfection equipment, four tunnel sources, 61 storage tanks, and 75 control valve stations.
- b. Maintaining, repairing, and replacing mechanical and electrical malfunctioning components, equipment, and infrastructure to maintain water service.
- c. Maintaining and repairing the Department's fifty-six (56) vehicles, two (2) backhoes, two (2) skid steer loaders along with their various attachments, five (5) mini-excavators, 11 trailers, 24 trailer-mounted generators ranging in sizes from 10 KW to 600 KW, two light towers, and numerous motorized hand-operated construction equipment.
- d. Operating, monitoring, maintaining, and repairing more than 400 miles of pipeline, 22,766 consumer water service connections, 9,000 valves, 3,170 hydrants and standpipes.

- e. Installing new service connections and meters including the replacement of defective meters and those in service for 20 years. Providing temporary water services through hydrant meter connections for construction activities like dust control and landscaping.

Program Highlights

Thirty Thousand Five Hundred Twenty-Five (30,525) total tasks were issued for Operations Division in FY24-25. Of the 30,525 tasks, 31,531 were completed. Activities included vehicle maintenance and repair; hydrant maintenance and repair; Hawai'i One Call requests for markings; transmission/distribution/main line and appurtenances leak repair and maintenance; electrical and electronics repair and maintenance at remote terminal units, tank sites, deep well sites, and booster pump sites; grounds keeping at remote sites; repair and maintenance of access roads and driveways at remote sites; remote buildings and structures repair and maintenance; disinfection/chlorination equipment repair and maintenance; water meters installation, repair and replacement.

In addition to the daily activity of operating, maintaining, and repairing the Department's fleet, water distribution network, water storage facilities, and water producing sources, Operations Division procured and administered twenty (20) goods & services, professional services, maintenance services, and construction contracts.

Operations Division personnel performed in-house construction, repair, maintenance of remote site access roadways and structures.

Operations personnel provided non-information technology repair and maintenance support to Department co-workers.

a. Field Operations Section Statistics

- Various leak repairs (laterals, transmission, and distribution lines) 337
- Meters and appurtenances 8,084
- Live Taps 45
- Waterline Shutdowns due to contractor tie-in 3
- One Call Center Tickets (requests for markings) 535
- Hydrant Maintenance and Inspection..... 257

1. Field crew responded to various calls for service related to reports of leaks, low water pressure, discolored water, no water, and other customer reported water emergencies. Performed valve and hydrant repair and maintenance.
2. Water Service Investigators responded to requests for leak locating, and Hawaii One Call requests for pipeline locating and marking.
3. Meter Mechanics responded to reports and requests to replace meters and verify meter accuracy.

b. Plant Operations Section

Water Produced from water systems operated by DOW in million gallons (MG):

- Kekaha-Waimea 438.523 MG
- 'Ele'ele-Hanapēpē 277.739 MG
- Kalāheo-Po'ipū 1,388.869 MG
- Puhi-Kapa'a 1,958.309 MG
- Anahola 133.603 MG
- Kīlauea 288.707 MG
- Hanalei 82.177 MG
- Wainiha-Hā'ena 67.405 MG

Water imported from private water systems in Million Gallons (MG):

- Puhi-Kapa'a 870.644 MG
- 'Anini 22.315 MG
- Kīlauea 1.758 MG
- Hanalei 5.026 MG

1. Auto mechanics performed routine troubleshooting and repairs as well as preventive maintenance of vehicles and equipment.
2. Electricians performed electrical routine troubleshooting and repairs at various island wide remote sites.
3. Water Plant Operators performed routine maintenance of all remote sites as well as maintenance of pumps and motors. Water Plant Operators performed routine daily checks of island-wide water disinfection and storage systems.
4. Construction, Welding, Maintenance Workers performed routine construction, repair, and maintenance works at island wide remote facilities.

c. Administrative Section

1. Koloa Well A pump was replaced.
2. KDOW Website was re-designed and completed.
3. Nonou SCADA Subsystem PLCs were replaced.
4. MPET was replaced with OpenGov-Cartegraph Asset Management System.
5. Paua Valley Well Motor Control Center Replacement in construction.
6. Submitted the Water Audits for calendar year 2024 to Commission on Water Resources Management (CWRM) in compliance with Act 169 - Water Audit Law. Water audits were completed of each of the following water systems:
Kekaha-Waimea
Hanapēpē-'Ele'ele
Kalāheo-Kōloa-Po'ipū
Puhi-Līhu'e-Hanamā'ulu-Wailua-Kapa'a
Anahola
'Anini
Kīlauea
Hanalei
Wainiha-Hā'ena

d. Training Classes:

- Operations have completed the following training courses:
- Forklift Certification Training

- Distribution System Operator Exam Review
- Respiratory Safety Training and Fit Test
- Flagger Certification
- Drivers Improvement Class
- CPR/First Aid
- Effective Communication
- Asbestos Awareness
- Excavation, Trenching, Pipe Safety
- Supervisory Training on Drug and Alcohol Reasonable Suspicion
- Ladder Safety and Fall Protection
- Blood Borne Pathogens/Invasive Species Training
- Workday Refresher Training
- Procurement Refresher Training

4. FISCAL DIVISION

Program Description

The Fiscal Division is responsible for developing financial strategies that lead and sustain the Department. It accomplishes this through prudent and effective planning and directing financial activities and efficiently administering the fiscal programs and customer-driven activities of the Department. The everyday tasks and duties include revenue and cash management, project cost accounting, payroll, accounts payable, utility plant accounting, meter reading, customer billing and accounting, preparation of financial and statistical reports, conducting internal audits, facilitating financial and statistical studies for reports and rate making, preparation of financial statements for yearly audit, and assisting the Manager in the development of the annual fiscal year budget.

The goals of the Fiscal Division include compliance with Generally Accepted Account Principles (GAAP) and Government Accounting Standards Board (GASB), maintain and preserve the integrity of the general ledger accounting and billing systems, provide guidance and oversight of financial procedures to all Department-wide employees, maintain internal controls over financial procedures and develop policies and procedures that foster fiscal and fiduciary responsibilities to ensure compliance with federal, state, and local laws, rules, and regulations, and continue to improve operations by fostering the philosophy of continuous improvement and investment in professional growth.

We will mentor, grow, support, and retain fellow team members for the purposes of succession planning.

The Fiscal Division is administered by the Waterworks Controller with an Assistant Waterworks Controller.

There are three sections in the Fiscal Division: Accounting, Billing, and Procurement Sections.

a. Accounting Section:

The Accounting Section is managed and supervised by two (2) senior accountants who maintain Enterprise Reporting, CIP Administration and Fiscal Administration subsections. Additionally, there are three (3) junior accountants who perform the key primary functions:

- General Ledger
- Cash Receipts & Bank Reconciliation
- Accounts Receivables
- Cash & Investments
- Payroll
- Purchasing & Accounts Payable
- Debt management
- Fixed Assets
- Project Cost Accounting & Work Orders
- Operating and Capital Budgets

b. Billing:

The Billing Section is managed and supervised by an Accountant IV with a staff of nine (9) consisting of one (1) Accountant II, four (4) Customer Service Representatives (“CSR”) I & II, (1) Meter Reader and Field Collection Supervisor, and (3) Meter Reader and Collections Representatives. The DOW has approximately 23,000 customer accounts and 19 island-wide meter reading routes. The Billing Section assists our customers daily with various services ranging from payments, account questions, water service applications, leaks, and other troubleshooting matters tied to their existing water service accounts.

c. Procurement:

The Procurement Section is managed by the Contracts Officer who is tasked with the responsibility of overseeing all informal and formal procurement of construction and goods and services for the DOW and to ensure compliance with the Hawaii State Procurement Code and all federal, state laws and regulations.

Program Highlights

- a. The DOW provided water service to approximately 23,000 active customer accounts as of 6/30/25. The annual water consumption totaled 4.589 billion gallons.
- b. Revenues of \$30.2M consisted of water sales, fire hydrant maintenance, and miscellaneous non-water revenue.
- c. Capital contributions of \$8M consisted of state grants, conveyances, and FRC collections from new waterline connections.
- d. Debt service for bonds and loans principal payments amounted to approximately \$5.3M and interest payments of \$1.5M.
- e. Bulk water purchases, hydrant maintenance, and pumping costs for electricity amounted to approximately \$1.8M, \$2.2M, and \$3.2M, respectively.

	FY2025	FY2024
Miles of mains	419.90	419.90

Number of service connections	22,915	20,542
Number of fire hydrants	3,170	3,170
Annual water consumption in gallons	4.589 billion	4.124 billion
Maximum capacity of plant in gallons	28.75 million	28.75 million